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| Three Part **Oversight** Plan for JP Counties | | | |
| **WHAT** | **HOW** | **WHO** | **WHEN FREQUENCY** |
| 1. **Claims Review** | 100% review of eligibility decisions and bills by JP staff or (rare) Board JP Region | County Staff/JP Region Review | Ongoing |
| 2. **Independent Audit**<br>• Claims Processing<br>• JP Program Reviews | Randomly selected completed files sent to the Board for review of compliance with statutes, regulations and policy<br><br>Assessment of how effectively and efficiently Program Reviews met established goals and objectives | AIB | Cyclical Risk Based<br><br>In conjunction with Claims Processing Audit of the affected JP |
| 3. **Program Review—**<br>Determine extent to which JP is following program requirements and carrying out policies/procedures and operational requirements.<br><br>• Vehicles and home modifications<br>• Funeral and Burial payments<br>• Revolving Fund Expedites<br>• Flow of work – how incoming applications & bills are handled<br>• Handling non-qualifying apps and bills – deny? Return? Destroy<br>• Controls on access to VOX<br>• Use of resources/tools<br>• Proper file procedures<br>• Property Recordation & Accounting<br>• Performance Data Collection<br>• Efficiency/Effectiveness/Error Rates<br>• Proper entry/maintenance<br>• Compliance w/contract terms<br>• Relationship w/Victim Assistance<br>• Non-represented claims – who works?<br>• Effectiveness of staff training<br>• Manuals – currency and usage<br>• <u>Not</u> issue claims review<br>• <u>Not</u> for training JP staff | Site Visits<br><br>Process:<br>1. Complete profile with JP<br>2. I.D. areas of emphasis<br>3. Conduct Site Visit<br>4. Communicate results<br>5. Develop corrective plan<br>6. Monitor | JP Region Analysts | Annual (initially)<br><br>Cyclical Risk Based |